



24 MAY 2021

Tēnā koe

On 26 April 2021, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *To know all of the emergency housing providers in the Auckland CBD area as at April 2020.*

Demand for housing across New Zealand is growing, and more people are experiencing a severe and immediate need. This demand is generated by a shortage of affordable housing driving up house prices and rents. People on low incomes are most affected by rising housing costs and many seek financial help through the Ministry.

The Emergency Housing Special Needs Grant (EH SNG) is available to people who cannot remain in their usual place of residence, if any, and do not have access to other accommodation which is adequate for them or their family's needs. The Ministry pays EH SNGs directly to the accommodation supplier, and assistance is generally granted for up to seven nights but can be extended depending on the individual's circumstances. The Ministry does not hold contracts with emergency housing suppliers.

After these seven nights, Work and Income arrange another appointment with the client to discuss their housing situation, and whether another grant is required. The Ministry works hard to support people in emergency housing to secure a long-term housing solution, either through public housing or private rental accommodation. Other options, including transitional housing, can also be explored as an option, depending on availability and the individual's circumstances.

The Ministry recognises that motels are not a long-term solution, or the solution that we want to deliver for people who are potentially in a vulnerable situation. More information about EH SNGs is available at the following link: www.workandincome.govt.nz/products/a-z-benefits/special-needs-grant.html.

Some people may struggle to access suitable housing due to a lack of available supply, or they simply may not be able to meet the high cost of housing which may result in them receiving EH SNG support for an extended period of time.

There has been a growing demand nationally for emergency housing, as the shortage of affordable housing and rising rents continues to impact low-income whānau, particularly those who are beneficiaries. The year 2020 saw a significant increase in demand for emergency housing, as the Ministry supported people through the COVID-

19 pandemic period with accommodation where they could safely self-isolate. Due to the COVID-19 lockdown restrictions, people also could not easily move out of emergency housing into long-term accommodation, which contributed to longer durations of stay and higher costs.

Across government, there is a major programme of work underway aimed at increasing the supply of public housing and improving housing affordability and supply.

Te Tūāpapa Kura Kāinga (The Ministry of Housing and Urban Development/HUD) and Kāinga Ora are responsible for increasing the supply of affordable and public housing. This includes planning, and with Kāinga Ora, delivering more public housing, transitional housing, and services to tackle homelessness. HUD is also working to improve housing affordability and supply for aspiring homeowners.

In response to your request, I can advise that Ministry uses Territorial Local Authority (TLA) boundaries and Work and Income regions to centrally record the location of EH suppliers. Identifying EH suppliers within the Auckland Central Business District alone, however, would require a manual review of thousands of client files. As such, the Ministry refuses your request under section 18(f) of the Act. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

In the spirit of being helpful, the Ministry can provide you with a list of registered emergency housing suppliers that, between 1 April 2020 and 30 April 2020, have received at least one EH SNG on behalf of clients on residing in the Auckland Super City TLA. This information is provided in **Table One**, enclosed at the end of this response as Appendix A.

As already indicated, our search of Auckland Super City suppliers was based on the clients' recorded address at the time of the grant, not the supplier's address. The client's TLA may not be the same as the address of the emergency housing supplier. Where the client's address was not recorded, the location of the Work and Income staff member who approved the EH SNG was used estimate the area the client resided in.

However, as the Ministry had switched to working from national queues to make its services more efficient during the COVID-19 period, EH SNGs and other hardship grants could have been granted by a case manager working anywhere in New Zealand. Therefore, in such cases, the TLA may not reflect the actual client address or location. Due to the transient nature of people receiving EH SNGs, the recorded address for a client may also be that of a trusted family member or friend who receives mail on their behalf. Please note that the registered supplier name is the name of the parent company of the accommodation supplier, and not necessarily the name of the accommodation itself. One registered supplier may provide accommodation across multiple premises in different locations or trading names, receiving payment through the single supplier record.

Furthermore, some of the emergency housing suppliers may have received an incorrect payment that was subsequently refunded. For example, the 'MSD Social Housing Provider Group' is listed as receiving payment as a supplier. This was due to an incorrect payment and was repaid.

The principles and purposes of the Act under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding a list of all the Emergency Housing providers in the Auckland CBD, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'KH', followed by a long horizontal line that curves upwards at the end.

Karen Hocking
General Manager
Housing

Appendix A

Table One: A List of suppliers that have received at least one Emergency Housing Special Needs Grant payment for the period 1 April 2020 to 30 April 2020, for grants to recipients in the Auckland Super City territorial authority area.

Registered Supplier Name	
Auckland Newmarket Motel	Avondale Motor Park
Karaka Country Retreat	BK's Counties Motor Lodge
540 Motel Limited	Barclay Motel
A'La Vista Motel	Barclay Suites Auckland
Aarangi Motel	Bella Vista Christchurch
Aaron Court Motor Inn Hamilton	Best Western Inn & Suites
Abella Inn	Blenheim Road Motor Lodge
Academy At Botany Motor Inn	Bliss Accommodation
Airport Delight Motel	Botany Motor Inn
Airport Garden Inn	Boulevard Hotel
Airport Gold Star Motel	Bucklands Beach Waterfront Motel
Airport Harbour View Motel	Caretaker Property Limited
Airport Hostel Ltd	Castle Court Motel
Airport Manor Inn	Cedar Park Motor Lodge
Aladdin Motel	Centrepont Motel
Albany Executive Motor Inn	Charles Court Motel
Albany Rosedale Motel	City Suites
Alcamo Hotel	Classic Motel
Allenby Park Hotel	Client First Ltd
Amber Court Motel	Colonial City Motel
Amethyst Court Motor Lodge	Dannemora Motor Inn
Ana Duo Limited	Dash Motel
Anglesea Motel & Conference Centre	Drury Motor Lodge
Anuj Gupta - 92 Great South Road, Epsom	Dukes Midway Lodge
Anzac Court Motel	Dupont Motel
Apex On Fenton Motel	Econ Lodge
Aristotles North Shore Motel	Ellerslie International Hotel
Ascot Epsom Hotel	Fairmont Motor Lodge
Ascotia Off Queen	Family Accommodation Limited
Astor Motor Inn	Geneva Motor Lodge
Atrium on Ulster	Golden Glow Motel
Auckland Airport Motel	Golflands Motel
Auckland City Hotel	Grange Motor Lodge
Auckland Newmarket Motel	Greenlane Lodge
Auckland North Shore Motels & Holiday Park	Greenlane Motor Inn

Registered Supplier Name	
Avondale Motor Inn	Grosvenor Motor Inn
Half Moon Bay Motel	Proximity Apartments
Harrison Motel	Pukekohe Motel
Jilei Li	Pupuke Manor Motel
Kaukapakapa Hotel	Putaruru Arms Motor Inn
Kawerau Thermal Motel	Quest Henderson
Kerikeri Court Motel	Quest On Hobson
Kerrs Motel and Homestay	Quest on Eden
Knights Inn	Quest on Queen
LDW Property Management Ltd	Quinovic Viaduct Property Management
Lake Point Motel	RB Residences Ltd
Leroy Suites Albany	Ranfurly Evergreen Motel
MCentral Apartments Manukau	Rayland Epsom Motel
MPG Limited	Rayland Motel
MSD Social Housing Provider Group	Redoubt Motel
Maidstone Lodge Ltd	Redwood Park Apartments
Manukau City Lodge	Regal Residency
Manukau Gateway Motel	Regis Park Bed & Breakfast
Manukau Motor Lodge	River Bank Trust
Middlemore Motel	Rockfield Motel
Ming Development Limited	Rolleston Motel
Monument Motor Lodge	Ruakaka Beach Front Motel
Motel 80	SW Rental Management Limited
Mount Richmond Hotel	Sai Motel
Mount Roskill Motel	Sheltering Arms Limited
Mt Eden Motel	Shooters Saloon - Kingsland
Mt Wellington Motel	Shortland Court Motel
NZ Holiday Park	Silverfern Property Services Ltd
NZL Property Management	Skyway Lodge
North End Motel	Spanish Lady Motel
Oak Tree Motel	St Johns Property Group Ltd
Oakwood Manor Motor Lodge	Summit Motor Lodge
Ocean Beach Motor Lodge	Sunset Motel
Ocean Inn Motel	Takanini Park Motor Lodge
Off Broadway Motel	Takapuna Motor Lodge
Olive Tree Motel & Apartment	Taylor's Motel
Orewa Motor Lodge	Techven Ltd
Pacific Harbour Villas	Temuka Motel
Pakuranga Motor Lodge	The Great Ponsonby Art Hotel
Palm Grove Resthome	The Surrey Hotel

Registered Supplier Name	
Palms On George Limited	Three Palms Lodge
Panorama Motor Inn	Waiuku Motel
Parakai Springs Lodge	Waiuku Lodge Motel Ltd
Park Ave Residence	Waldorf Apartments Australia And New Zealand
Parklane Motor Inn	Waldorf St Martins Apartments Hotel Ltd
Parklane Motor Lodge	Walmsley Lodge Motel
Parnell City Lodge	Walton Park Motor Lodge
Pillows Travellers Lodge Orewa	Warkworth Lodge
Pioneer Motor Lodge and Motel	Western Park Village Limited
Poenamo Hotel	Whangarei Top 10 Holiday Park
Zest OK Auckland	

Notes for Tables One:

- Territorial Authority is based on the main applicant's residential address at the time of application, not the location of the supplier.
- A supplier's location may be outside the Auckland Super City Territorial Local Authority area.
- One registered supplier may provide accommodation across multiple premises with different trading names while receiving payment through the single supplier record.